

## **Automation**

### **Service Name: Oracle DBA Support**

**1. Service Description:** U.S. Army Garrison, Fort Detrick provides database management support for maintenance of legacy applications, Department of Defense Installation Support Modules (ISM) and Commercial Off-the-Shelf (COTS) software. The DBAs assists developers and/or customers with database problems, implementation of database modifications, interfaces with other operational systems, capacity planning, application upgrades, migration of objects from development to test and test to production, database change management, and migration to new hardware and operating system upgrades.

### **2. DOIM Responsibilities:**

- a. Perform analysis and design work associated with development, implementation, and maintenance of logical databases: database designs that support the transformation of business requirements into logical and physical databases.
- b. Provide ongoing support of the DBMS environments and work closely with customers and application support team to resolve support issues.
- c. Monitor database performance, storage/space requirements, and recommend/implement enhancements.
- d. Research, analyze, recommend and implement new technologies, standard processes, tools and techniques.
- e. Design, build and populate database table structures to support project development.
- f. Install, configure, administer, and maintain databases.
- g. Monitor and tune DBMS and application program performance.
- h. Provide backup and recovery of databases and applications, and troubleshoot technical problems.
- i. Works with application service owners to plan down time tolerance for backups/ recoveries, application upgrades, and database software upgrades/maintenance.
- j. Schedule running of database integrity utilities, monitor results, and address database inconsistencies.
- k. Assist in the product testing and selection of all tools related to database administration.
- l. Implement server/database security, assign users to data server groups, create system and server logins, add users to databases, assign server roles, and set permissions on database objects.
- m. Install Oracle security patches to protect databases and applications.

### **3. Customer Responsibilities:**

- a. Make requirements known to Supplier
- b. Request services and support by providing necessary request and or documentation
- c. Receiver will notify the Supplier as soon as possible on issues or problems that arise
- d. Provide the Supplier documentation referencing any future, and anticipated DBMS environment hardware/software upgrades

- e. Receiver will provide the Supplier 48 hours advance notice when requesting additional support outside standard business hours
- f. Provide the Supplier with appropriate pertinent information necessary when requesting new DBMS account
- g. Receiver will notify Supplier immediately when a user departs or changes duty station in order to remove user account from the DBMS environment
- h. Provide the Supplier advance notice to restore DBMS data.

**4. Questions/Contact Information:** If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: <http://doim.detrick.army.mil>. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: [usagdoimhelpdesk@amedd.army.mil](mailto:usagdoimhelpdesk@amedd.army.mil).